

Ruben M. Ruiz Jr.

Carson, CA 90745 ▪ (424) 264-3661 ▪ rubenmruiz.411@gmail.com

Summary:

Highly skilled Technical Support Specialist with 10 years of experience and a proven track record of delivering exceptional written and verbal communication and high-level problem solving.

Experience:

Technical Support Specialist | Bluebeam Inc.

January 2019 – Present

- Manage challenging customer interactions, including escalated cases involving irate customers or challenging situations.
- Mentor and guide a team of 5 specialists, overseeing the creation of internal process articles and proofreading documentation.
- Collaborate with the security team to address inquiries regarding AWS, demonstrating a strong understanding of cloud computing.
- Play a key role in the successful implementation of a new SaaS platform and SSO options, supporting users throughout the process.
- Utilize a diverse range of tools and technologies including Salesforce (Administrative), JIRA, Cisco, OKTA.
- Conduct in-depth research on complex construction/estimation workflows, producing clear and user-friendly written documentation for public-facing articles.

Support Solutions Specialist | Asurion

February 2018 - January 2019

- Collaborated closely with management to consistently meet and exceed performance targets set by the clients.
- Managed a high workload, efficiently handling various technical issues and providing guidance on new technologies.
- Demonstrated strong problem-solving skills in resolving existing network complications and optimizing network performance.

Tech Support | Beachbody LLC

December 2013 - April 2017

- Successfully migrated user accounts to a SaaS model, ensuring a seamless transition for end-users as well as internal team members.
- Developed written technical solutions for support site articles, providing comprehensive and accurate guidance to users.
- Collaborated with internal departments on projects investigating fraud activity, demonstrating a proactive approach to maintaining integrity.
- Played a key role in training and coaching new technical staff members, fostering a knowledgeable and efficient team.

Education

- Los Angeles Harbor College
- UCLA Extension
 - Full Stack Web Development Boot Camp
 - Certificate Expected in October 2023

Skills

- JavaScript / JQuery
- HTML/CSS